

TELEPHONE SYSTEM HELPS

ACCESSING YOUR VOICE MAIL AT CITY HALL

To access your voice mail at City Hall, simply follow the steps below.

- 1) Hit the Message button on your phone
- 2) Punch in your extension, followed by # or just hit #
- 3) Punch in your password (directions for changing password shown below)

ACCESSING YOUR VOICE MAIL FROM REMOTE LOCATION

To access your voice mail at City Hall from a remote location, follow the steps indicated below:

- 1) If local, dial 714-374-1595. If long distance, dial 877-326-3568.
- 2) Dialing these numbers will put you directly into the voicemail system. Simply follow the system prompts for your voicemail box and password.

CHANGING YOUR PASSWORD

For security reasons, you may wish to change your password from the default mailbox number to another number.

STEPS:

- 1) While logged in to Voice Messaging press 84.
- 2) Enter a new password and press #.
*Your password may be from 4 to 16 numbers except the characters # and *.*
- 3) Enter the new password again, then press #.
- 4) Enter your old password, then press #.

QUICK TIPS

When listening to your voice mail, the following prompts may be used to either skip, speed up, slow down, or repeat messages.

- 1) Press 1 - Skips back within the message
- 2) Press # - Pauses
- 3) Press 2 - To continue
- 4) Press 4 - Goes to previous message
- 5) Press 6 - Advances to next message
- 6) Press 23 - Speeds Up the Message
- 7) Press 21 - Slows Down the Message
- 8) Press 76 - Deletes a Message from the mailbox

You may also leave an express message directly in someone's voice mail, without talking directly to the person. This is helpful when you may know that person is not at his/her desk, but you would like to leave a message upon their return.

- 1) Hit 2029
- 2) Hit ext number of person you want to leave message for
- 3) Hit #

RECORDING EXTERNAL, INTERNAL, AND TEMPORARY GREETINGS - this Council Secretary can do this for you if desired

Steps:

- 1) While logged into Voice Messaging, press 82.
- 2) Press 1 for external greeting, 2 for internal greeting, 3 for temporary greeting.
- 3) Press 5 to record.
- 4) Press # to end recording.
- 5) To play the greeting you recorded, press 2.
- 6) To rerecord the greeting, press 5 while at the beginning of the greeting.
Record the new greeting and press # to end the recording.
- 7) To delete one of your greetings, press 76 at the greeting. (You cannot delete the standard system greeting.)

RECORDING YOUR PERSONAL VERIFICATION- the Council Secretary can do this for you if desired

Steps:

- 1) While logged in to Voice Messaging, press 89.
- 2) Press 5 to record. Wait for the tone, then record your name and, if you wish, your title or extension number.
- 3) Press # to end recording.
- 4) When you have finished recording, you can play your name and rerecord it if you wish.
- 5) To play your name, press 2.
- 6) To rerecord, press 5 to record while at the beginning of your name. Record your name and press # to end the recording.

**FOR A MORE DETAILED LISTING OF PHONE COMMANDS,
SEE THE CITY'S TELEPHONE AND INFORMATION DIRECTORY.**